



South African Reserve Bank

Financial Services Department

Call for the expression of interest

Ref. no.: EOI KvS 01/2012

The South African Reserve Bank (the Bank) invites potential service providers, to submit their expression of interest for a ICT managed service, that includes a 24/7 service desk, aligned to the Information Technology Service Management (ITMS) processes and an Information Technology Infrastructure Library (ITIL) system. The provision of the service desk should be complemented by the provision of the appropriate human resource function.

Interested parties are hereby invited to express their interest by furnishing the following:

- Company profile containing, *inter alia*, company experience in a business of this nature
- A valid broad-based black economic empowerment (BBBEE) rating certificate.
- A valid company tax clearance certificate.

Your expression of interest must be **an original document** clearly marked "original" accompanied by **seven (7) copies** thereof, clearly marked "copy" (Eight documents in total). The documents must be enclosed in a sealed envelope bearing the tender name and reference number that appear at the top of this advertisement, as well as the due date and closing time.

Applications will be received until **10:00 on Monday 22 October 2012**.

Your expression of interest should be deposited in the **tender box** at the Bank's Head Office, **370 Helen Joseph Street (formerly Church Street), Pretoria**.

The Bank reserves the right to rescind the process should it be deemed necessary to do so. However, all applicants will be informed accordingly.

Failure to comply with any instruction contained in this document will lead to disqualification.

Late submissions will not be considered.

**Enquiries:** Karen van Schalkwyk at e-mail: [Karen.vanschalkwyk@resbank.co.za](mailto:Karen.vanschalkwyk@resbank.co.za) or telephone number: 012 399 7104.